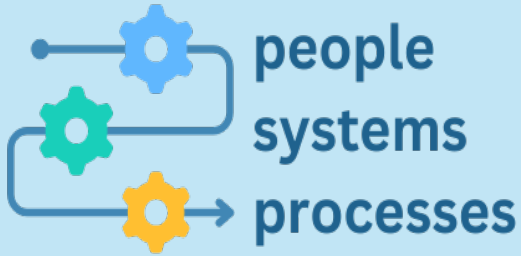


CASE STUDY



Project Type: Strategic Plan

Duration: 8 months

Client Team Size: 10

ACCESS LIVING OF METROPOLITAN CHICAGO

PROJECT GOAL

Access Living is a leading force in Chicago's disability community. Recognizing the need to be more proximal to their client-base needed an expert facilitator to deliver an Expansion Plan.

DATA COLLECTION & ASSESSMENTS

The client requested three data collection projects 1) a deep dive into consumer satisfaction, how disability services were access within the organization and across the city; 2) community environmental scan encompassing 21 zip codes; and 3) a comparative analysis across nonprofits in the subject zip codes identifying competitors & partners; and new service opportunities.

IMPACT STRATEGY

- #1. The organization leaned-in to design a strategic approach to identify right community, property and service matrix across two new locations.
- #2. Identify strategic partners in the subject community's test pilot new services while executing the expansion plan.
- #3. Execute a deeper dive into the consumer survey to confirm the design of new services and support systems.
- #4. Implement the strategic expansion plan leveraging a dedicated internal team to monitor progress.

TRANSFORMATIONAL IMPACT

Access Living's journey will be impactful. Existing South & West-side consumers will eventually enjoy services, support groups and advocacy closer to home. New partnerships that blossom as part of the implementation process will no doubt build stronger ties across the community.



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